

Maintenance Work Orders

	4/05	5/05	6/05	7/05	8/05	9/05	10/05	11/05	12/05	1/06	2/06	3/06	Year To Date
Emergency Work Orders													
Carried Forward from Last Month	0	0	0	0	0	0	0	0	0				
Received this Month	509	483	503	486	562	572	713	582	631				
Cancelled/Corrected	6	9	6	9	16	15	12	7	7				
Reporting Total	503	474	497	477	546	557	701	575	624				
Completed this Month	503	474	497	477	546	557	701	575	624				4,954
Completed within 24 Hours	503	474	497	477	546	557	701	575	624				4,954
Percent within 24 Hours (PHAS)	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%

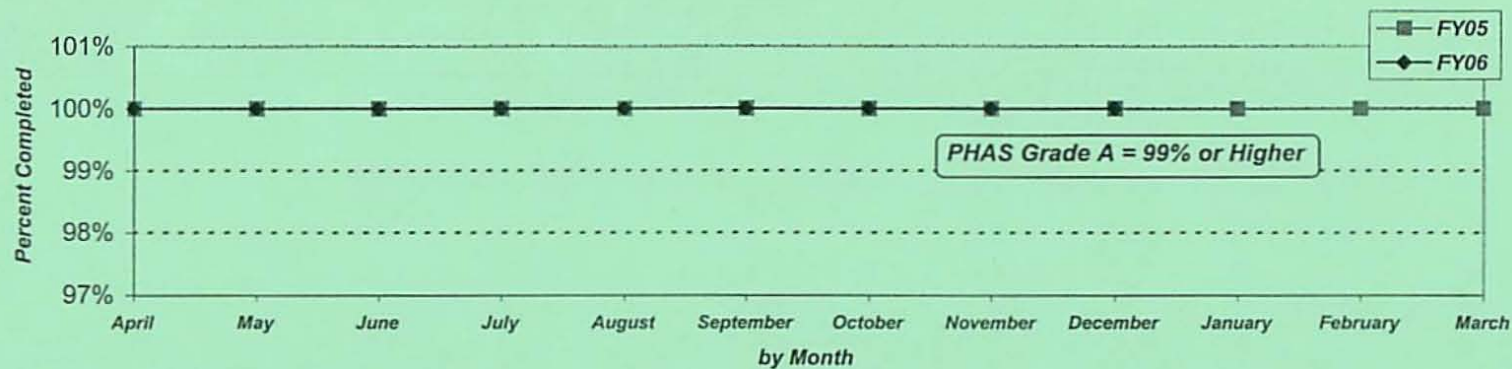
	4/05	5/05	6/05	7/05	8/05	9/05	10/05	11/05	12/05	1/06	2/06	3/06	Year To Date
Non-Emergency Work Orders													
Carried Over from Last Month	165	310	467	464	361	452	703	484	281				
Received this Month	2664	2584	2734	2493	2793	2893	2311	1840	1959				
Cancelled/Corrected	43	38	57	48	45	80	40	20	28				
Reporting Total	2786	2856	3144	2909	3109	3265	2974	2304	2212				
Completed this Month	2460	2372	2640	2531	2612	2869	2780	2191	2160				22,615
Average Completion Days (PHAS)	3.21	4.67	5.44	5.37	5.10	5.54	7.88	6.30	4.17				7.95

Maintenance Work Orders - Resident Satisfaction

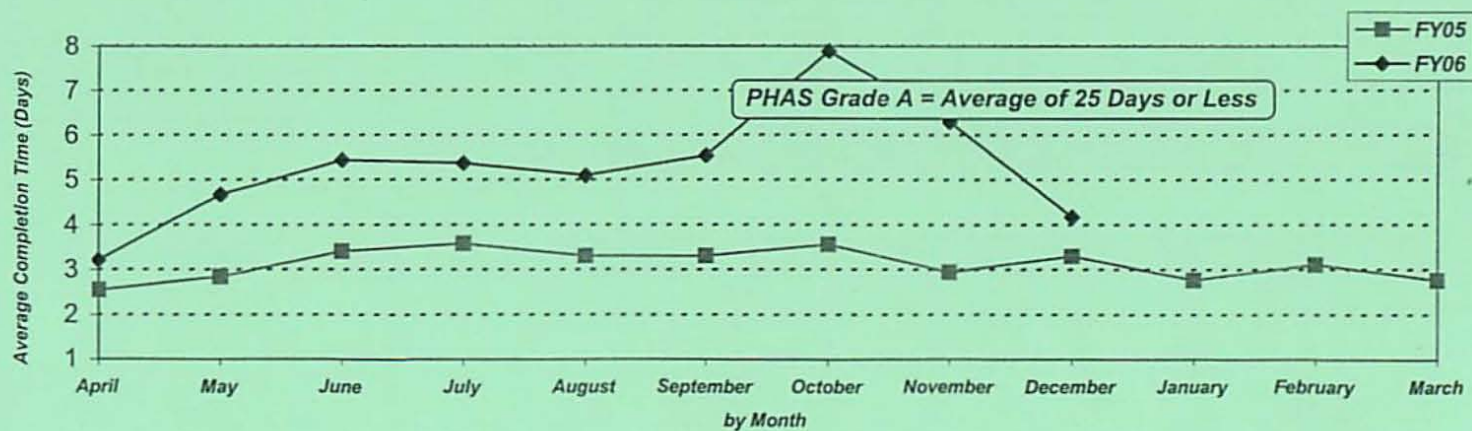
	4/05	5/05	6/05	7/05	8/05	9/05	10/05	11/05	12/05	1/06	2/06	3/06	Year To Date
Sampled	34	28	24	26	29	39	35	27	27				269
Dissatisfied	0	0	0	0	0	0	1	1	1				3
Satisfied	34	28	24	26	29	39	34	26	26				266
Percent Satisfied	100%	100%	100%	100%	100%	100%	97%	96%	96%				99%

Maintenance Work Orders

Emergency Work Orders Completed within 24 Hours



Non-Emergency Work Orders Average Completion Time



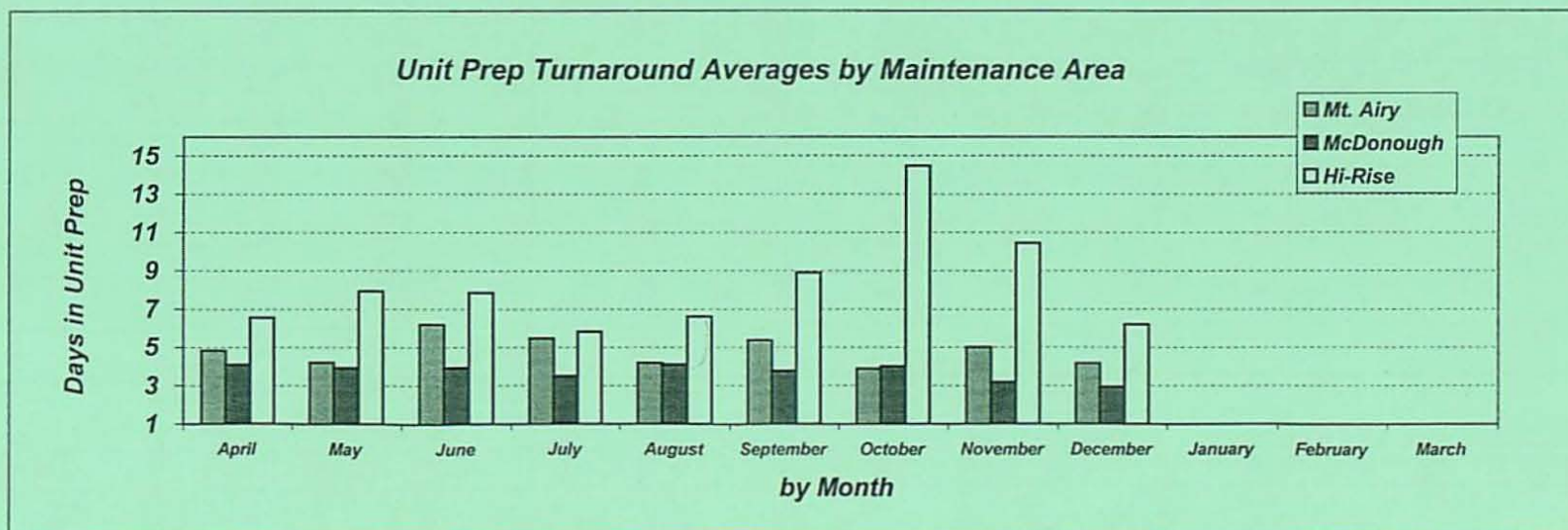
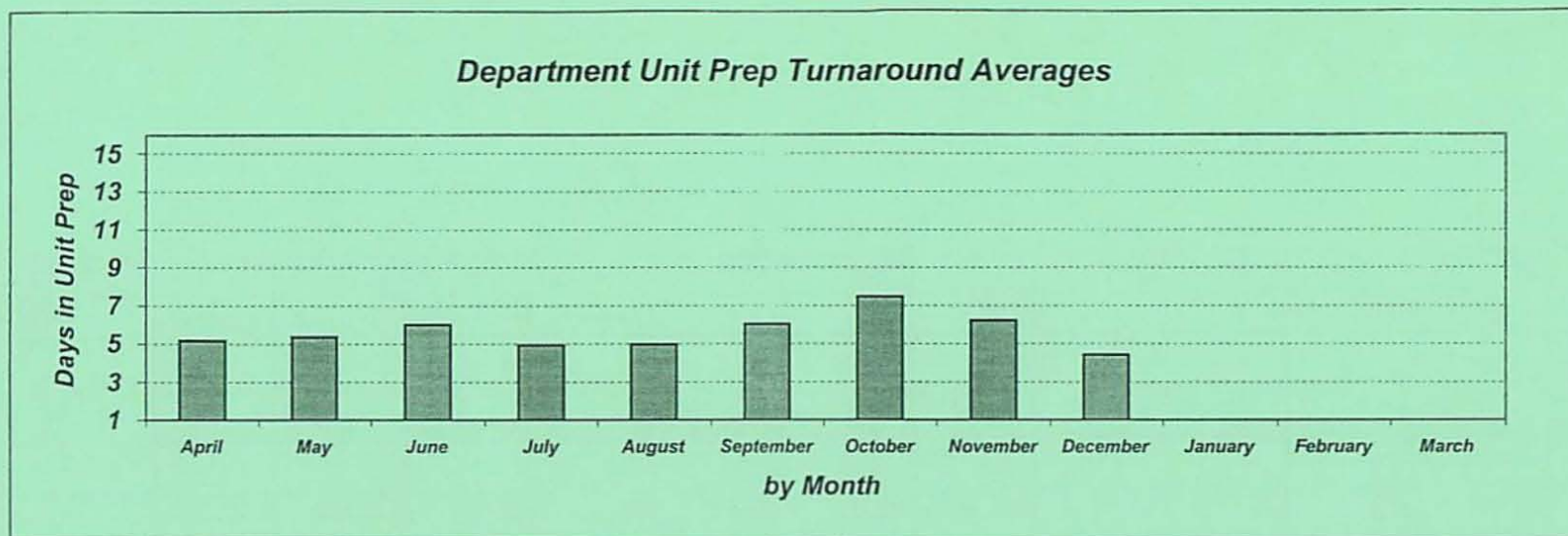
Maintenance Department Unit Preparation Data

Month	Mt. Airy Maintenance			McDonough Maintenance			Hi-Rise Maintenance			Combined Maintenance		
	Units	Averages		Units	Averages		Units	Averages		Units	Averages	
	Readied	Prep Hours	Days	Readied	Prep Hours	Days	Readied	Prep Hours	Days	Readied	Prep Hours	Days
April	6	34.04	4.83	10	31.50	4.10	39	21.28	6.56	55	28.94	5.16
May	14	24.63	4.21	11	23.61	3.91	36	22.08	7.92	61	23.44	5.35
June	16	20.84	6.19	13	23.90	3.92	35	19.61	7.86	64	21.45	5.99
July	11	21.86	5.45	12	20.90	3.50	34	21.95	5.82	57	21.57	4.92
August	15	23.22	4.20	21	21.69	4.10	36	19.99	6.61	72	21.63	4.97
September	11	21.43	5.36	22	22.73	3.77	39	22.36	8.90	72	22.17	6.01
October	14	23.00	3.86	20	23.09	4.00	45	24.41	14.47	79	23.50	7.44
November	16	22.77	5.00	16	21.66	3.19	47	21.62	10.43	79	22.02	6.21
December	12	26.71	4.17	16	23.94	2.94	34	23.46	6.18	62	24.70	4.43
January												
February												
March												
Totals/Year to Date	115			141			345			601		
Averages/Year to Date		23.60	4.81		23.28	3.72		21.92	8.55		23.14	5.69

Unit Prep/FY06

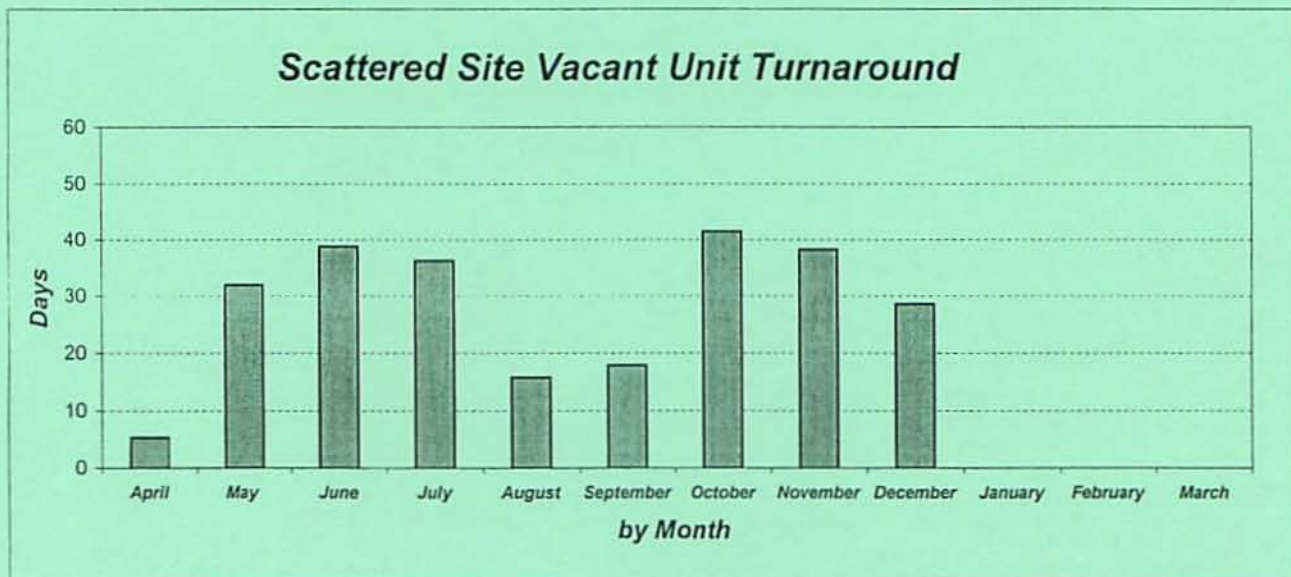
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Maintenance Department Unit Preparation Turnaround Time Averages



Scattered Site Vacant Unit Turnaround

Month	Scattered Sites		
	Units Readied	Averages	
		Prep Hours	Days
<i>*April</i>	5	22.80	5.40
<i>**May</i>	3	54.42	32.00
<i>**June</i>	6	36.17	38.83
<i>**July</i>	10	28.88	36.30
<i>**August</i>	5	29.60	15.80
<i>**September</i>	8	30.53	17.88
<i>**October</i>	6	24.29	41.50
<i>**November</i>	4	27.63	38.25
<i>**December</i>	5	25.25	28.60
January			
February			
March			
Totals/Year to Date	52		
Averages/Year to Date		29.96	28.58



* These numbers only include Maintenance staff unit prep time.

** These numbers include Maintenance staff unit prep time and mod (major) work. In the future we plan on including re-rental time.